

Annex C

Summary of Housing Landlord

Priorities for 2025-26

- a) Programme of Estate Walkabouts - published dates for partners and tenants to walk the patch and discuss opportunities, issues and concerns with positive service responses provided quickly.
- b) Work collaboratively with partners to develop and adopt the Neighbourhood Model of working.
- c) Deliver investment into communities through the Neighbourhood Investment Programme, working collaboratively as part of the Neighbourhood Model.
- d) Increase the number of tenancy and wellbeing home visits by Housing Management Officers, aiming to deliver over 1000 visits during 2025-26.
- e) Submit evidence to achieve Domestic Abuse Housing Alliance Accreditation.
- f) Develop the Open Housing System to allow repairs to be logged and repair appointments to be booked online, providing greater convenience for tenants.
- g) Adopt the new repair policy to support effective service delivery.
- h) Introduce transactional repair feedback from tenants to improve understanding of performance and to enable a quick response where the service did not meet expected standards.
- i) Complete retrofit works at Alex Lyon House, Honeysuckle House, and SHDF Wave 2 funded works.
- j) Improve over 1000 council homes through the delivery of the £15m planned investment programme.
- k) Undertake stock condition surveys for all homes which were not surveyed during 2024-25.
- l) Develop a revised Housing Adaptations Policy to create a long-term approach to the delivery of additional council homes with improved accessibility standards.
- m) Develop a new Tenancy Policy which is customer facing in its content and tone and sets expectations around a person centred and joined up approach to tenancy management.
- n) Deliver additional affordable homes at Burnholme and Duncombe Barracks, re-let the refurbished homes at Bell Farm and Glen Lodge, start construction of new affordable homes at Ordnance Lane, progress plans for affordable housing delivery at Lowfield Plot A and dispose of the following sites for affordable housing –

Morrell House, Woolnough House, former Clifton Without School Site, Castle Mills, and Lowfield Plot B.

- o) Speed up the decision process for those applying to be on the Housing Register. Process the existing backlog of applications.
- p) Develop a new tenancy sustainment strategy to ensure there is a planned and coordinated approach to support tenants in managing their homes and the responsibilities and obligations which come with a tenancy.
- q) Introduce an improved and more comprehensive route to capturing tenant feedback through person to person interviews.
- r) Review the approach and process for responding to complaints or cases of ASB including providing training for staff where needed.
- s) Implement the Actions from the Member Responsible for Complaints Action Plan.